

| ISSUE CLASSIFICATION |          |
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| Class                | Subclass |
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## U.S. UTILITY Patent Application

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| SCANNED <b>BK②</b> Q.A. | PATENT DATE |
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| APPLICATION NO.<br>09/723519 | CONT/PRIOR | CLASS<br>705 | SUBCLASS<br>10 | ART UNIT<br>2161<br>2163 | EXAMINER<br>DCA-3 |
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## APPLICANTS

**TITLE**

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Customer relationship management business method

PTO-2040  
12/89

| ISSUING CLASSIFICATION       |  |          |  |                    |                                   |  |  |  |  |  |  |  |
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| ORIGINAL                     |  |          |  | CROSS REFERENCE(S) |                                   |  |  |  |  |  |  |  |
| CLASS                        |  | SUBCLASS |  | CLASS              | SUBCLASS (ONE SUBCLASS PER BLOCK) |  |  |  |  |  |  |  |
| INTERNATIONAL CLASSIFICATION |  |          |  |                    |                                   |  |  |  |  |  |  |  |
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| <input type="checkbox"/> <b>TERMINAL<br/>DISCLAIMER</b>   | <b>DRAWINGS</b>                       |             | <b>CLAIMS ALLOWED</b>                                  |              |
|   | Sheets Drwg.                          | Figs. Drwg. | Print Fig.   | Total Claims |
| <input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.  | _____<br>(Assistant Examiner)         |             | <b>NOTICE OF ALLOWANCE MAILED</b><br>_____             |              |
| <input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____<br>_____<br>_____   | _____<br>(Primary Examiner)           |             | <b>ISSUE FEE</b><br>Amount Due: _____ Date Paid: _____ |              |
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